

VIRGINIA DEPARTMENT OF HEALTH MEANINGFUL USE REGISTRATION SYSTEM FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is the difference between enrolling as a user in the VDH Meaningful Use (MU) Registration System and registering health care providers for MU?

A user account must first be created in the VDH MU Registration System before a registration form can be completed for a health care provider. The person completing the enrollment form is the MU Registration System user.

2. Should the Primary Organization Contact be the same person who enrolled as the system user?

The person who enrolls and creates a user account in the VDH MU Registration System does not have to be the Primary Organization Contact (POC). However, the user and the POC can be the same person. The POC is the individual who receives all official communications from the VDH MU Registration System.

3. Will the VDH MU Registration System notify me that my registration is complete?

Yes. Your registration is complete once you have 1) reviewed the information you have entered, which is displayed on the Registration Review page, and 2) clicked the Submit button at the bottom of the page. The system will send an automatic acknowledgement message by email to the POC.

4. I forgot my username for the VDH MU Registration System. How can I get this information?

Your username is the email address you entered when you enrolled in the registration system as a user. An enrollment confirmation email was sent to the email address you provided.

5. I forgot my password for the VDH MU Registration System. How can I get this information?

On the login page for the VDH MU Registration System, click on the “Forgot Password” link. After you enter your email address, the system will ask you a security question. The security question is the same one you entered when completing the enrollment process. If you answer the question correctly, you are able to reset your password. If you are unable to answer your security question correctly, please email the VDH MU Team at MeaningfulUse@vdh.virginia.gov.

6. Can we register all eligible professionals (EPs) in our practice under one registration?

Yes, you may register multiple EPs under the same practice. However, to register multiple EPs under one practice, these criteria must be met:

- Each EP must be attesting for the same reporting period
- Each EP must select the same public health objective(s)

If either of these criteria is not met, a separate registration, including the practice information and the EP information, must be completed.

7. Some fields in the registration form have an asterisk (*) next to them. What does this mean?

An asterisk (*) next to a label means the information is required. If information in a required field is not entered, the system will display an error message alerting you that the information must be provided. After providing the information, you will be able move to the next step in the registration process.